



The Learning Adventure - Job Description Operations Officer - Japan

The Learning Adventure is a leading educational tour provider for school and university students, operating educational trips across the globe. The company focuses on offering bespoke itineraries that deliver prescribed learning outcomes and unique, engaging activities to inspire the next generation of global citizens.

The Learning Adventure is part of the Transforma Travel Group, a leading youth travel company. Transforma's family of brands create culturally enriching, off-the-beaten-track, and educational adventures for travellers and students alike. Across all our brands, our mission is the same: to expand minds through transformative travel experiences.

The Role:

As an Operations Officer with The Learning Adventure, you will have a vital role in planning and booking our educational tours. Working out of our Ho Chi Minh City office, you will be part of a growing international team whose passion is developing exceptional educational experiences.

Responsibilities:

- Booking tour components for trips across Japan, such as hotel, transport and activity components.
- Working with suppliers to book these components efficiently with high quality customer service.
- Collaborating with Sales and Operations teams to convert booked trips into an adaptational operational timeline.
- Preparing our Adventure Leader tour guides with all the information and materials needed to help them create an amazing on-tour experience.
- Producing and writing informational documents which are shared with schools.
- Supporting the Senior Officer and Operations Manager with any minor incidents which arise as part of a tour.

Competencies:

This is a fantastic opportunity to work in and learn more about the fast-moving travel sector, with internationally minded colleagues who are passionate about the tours that we run! We are looking for a new member who:

- has excellent spoken and written Japanese and English language skills
- is a team player



- has customer service skills
- has high attention to detail
- is organized and able to balance a reactive workload, together with ongoing projects
- demonstrates initiative and creativity for finding solutions and for developing original ideas
- has strong writing skills
- has a confident, clear and approachable telephone manner
- is proficient with Microsoft Word, Excel and PowerPoint

Good to have:

- Other Asian language skills
- Destination knowledge of Japan and other Asian countries
- Experience in the travel industry

To apply:

Please send your CV and a cover letter to our Human Resources department:
HR@transformatravelgroup.com

Subject line: TLA Job Application for Operations Officer - Japan

We look forward to receiving your application!